

Message Text

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PAGE 01 TAIPEI 05520 132329Z

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ACTION EA-09

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TO USDOC WASHDC PRIORITY
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FOR: USDOC/BIC/OED/R. WILBOURN PASS TO BIC/OIM/EA/KELLY
AND BIC/OIM/FOGELSONG

E.O. 11652: N/A
TAGS: BEXP, TW
SUBJECT: VSMF SYSTEM

REF : USDOC 09856

1. THE FOLLOWING IS A SUMMARY OF THE PROBLEMS THAT POST
IS EXPERIENCING WITH THE 3M 500 READER-PRINTER AND PAPER
SUPPLY FOR THE VSMF SYSTEM:

1) POST HAS EXPERIENCED SUBSTANTIALLY LOSS OF OPERATION TIME
AND INCONVENIENCE TO OUR END-USERS DUE TO THE DRY SILVER
PAPER USED IN THE 3M 500 READER-PRINTER. THE LIFE-CYCLE OF
DRY SILVER PAPER IS TOO SHORT FOR OUR PURPOSES AND THE HIGH
HUMIDITY IN TAIWAN CAUSES EARLY EXPOSURE OF THE PAPER EVEN
BEFORE THE EXPIRATION DATE. FOR EXAMPLE, THE EXPIRATION DATE ON
THE PACKAGE OF THE LAST CARTON (4 ROLLS) OF PAPER IS OCTOBER
1976, BUT AS OF JUNE 24, 1976 WE WERE UNABLE TO MAKE ANY
MORE PRINTS EVEN THOUGH WE STILL HAD TWO ROLLS OF
UNUSED PAPER. THIS CONDITION HAS OCCURRED TO ALMOST
EVERY 3RD OR 4TH ROLLS OF PAPER IN EACH CARTON. EVEN
USING NEWLY ARRIVED PAPER, THE FIRST PRINTS MADE
AFTER THE PRINTER HAS BEEN TURNED OFF 20 OR 30 MINUTES
WOULD HAVE SHADOWS; NO VISIBLE PICTURES OR WORDS WHICH
CAN BE RECOGNIZED BECAUSE THE PAPER HAD BEEN EXPOSED
WHILE IN THE STANDBY POSITION INSIDE THE MACHINE.

UNCLASSIFIED

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PAGE 02 TAIPEI 05520 132329Z

2) WE ALSO HAVE A PROBLEM WITH PAPER SUPPLY. DUE TO THE HUMID CLIMATE IN THE FAR EAST, 3M TAIWAN AND 3M HONG KONG DO NOT STOCK THE DRY SILVER PAPER AND MUST SPECIAL ORDER OUR REQUIREMENT FROM THE U.S. THUS, THE PROCUREMENT PROCEDURE IS SLOW AND BY THE TIME WE RECEIVED THE PAPER, IT IS CLOSE TO THE EXPIRATION DATE. FURTHERMORE, 3M HONG KONG HAS ANNOUNCED A NEW POLICY OF NOT ACCEPTING ORDERS UNDER US\$200. CONSIDERING LLAT WE CAN ONLY USE 2 ROLLS OF THE FOUR ORDERED AT PRESENT, THIS WILL INCREASE OUR LOSSES AND MAY FORCE THE POST TO ELIMINATE AVAILABILITY OF PRINTS TO THE USERS OF THE VSMF. THE POST WAS INFORMED BY 3M OF THE NEW POLICY WHEN IT ISSUED A PURCHASE ORDER ON MAY 26, 1976 FOR FOUR ROLLS OF DRY SILVER PAPER TO 3M HONG KONG THROUGH 3M TAIWAN. THE ORDER WAS REJECTED BY HK ON JUNE 11. AFTER NEGOTIATION WITH 3M TAIWAN, HK ACCEPTED THE ORDER. THE POST RECEIVED THE CARTON OF NEW PAPER ON JULY 30, WHICH MEANT THAT WE WERE WITHOUT PAPER FOR OVER ONE MONTH.

THE MOST IMPORTANT FEATURE OF THE VSMF IS THAT LOCAL BUSINESSMEN CAN SEE AND COMPARE CATALOGS OF U.S. MANUFACTURERS AND MAKE PRINTS FROM THE SYSTEM. THE VALUE OF THE VSMF TO THE END-USER, COMMERCE AND THE POST IS LOST WHEN THE SYSTEM IS NOT FUNCTIONING AT FULL CAPACITY 3M TAIWAN HAS RECOMMENDED THAT THE POST SUBSTITUTE THE 500 READER-PRINTER WITH A 3M 400 READER-PRINTER THAT USES A 768-9 PRINT PAPER AND ACTIVATOR REPRODUCTION SYSTEM AND IS SOLD, SERVICED AND RECOMMENDED BY 3M TAIWAN FOR THIS CLIMATE AND HUMIDITY. PAPER AND REPRODUCTION CHEMICALS ARE AVAILABLE FROM LOCAL STOCK INVENTORIED BY 3M TAIWAN. WITH THE 400 READER-PRINTER, WE CAN AVOID BOTH OUR PAPER PROCUREMENT AND HUMIDITY PROBLEMS.

DURING THE RECENT VISIT OF ROBERT PRITCHARD, DIRECTOR, DOMESTIC EXPORT PROGRAMS DIV., OED, THE ABOVE PROBLEMS WERE DISCUSSED WITH HIM. WE BOTH AGREED THAT SUCH AN INNOVATIVE AND SUSEFUL SYSTEM FOR THE BUYERS IN THE ROC SHOULD NOT BE JEOPARDIZED BY INITIAL PROCUREMENT OF A READER-PRINTER THAT IS NOT ADAPABLE TO THIS CLIMATE. THEREFORE, BASED ON THE FACTS STATED ABOVE, POST RECOMMENDS TO COMMERCE THAT THEY REASSIGN OUR 500 READER-PRINTER

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PAGE 03 TAIPEI 05520 132329Z

FOR INSTALLATION IN A SUITABLE CLIMATE OR AREA AND PURCHASE A 400 READER-PRINTER FOR USE IN TAIWAN.

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Margaret P. Grafeld
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